

GROUP TWO

JOB TITLES

Departmental Analyst 9/10/11/12
Departmental Specialist 13/14/15
Employment Counselor 11
Employment Service Analyst 9/10/11/12
Human Resource Developer 9/10/11
Personnel Management Analyst 9/10/11/12
State Transitional Professional 9

COMPETENCIES

- **Adaptability**
Maintaining effectiveness when experiencing major changes in personal work tasks or the work environment; adjusting effectively to work within new work structures, processes, requirements or cultures.
- **Building Strategic Working Relationships**
Identifying opportunities and taking action to build strategic relationships between one's area and other areas, teams, departments, units, or organizations to help achieve business goals.
- **Building Trust**
Interacting with others in a way that gives them confidence in one's intentions and those of the organization.
- **Coaching**
Providing timely guidance and feedback to help staff strengthen specific knowledge and skill areas needed to accomplish a task or solve a problem.
- **Continuous Learning**
Actively identifying new areas for learning; regularly creating and taking advantage of learning opportunities; using newly gained knowledge and skill on the job and learning through their application.
- **Contributing to Team Success**
Actively participating as a member of a team to move the team toward the completion of goals.
- **Customer Focus**
Making customers and their needs a primary focus of one's actions; developing and sustaining productive customer relationships.
- **Communication**
Clearly conveying and receiving information and ideas through a variety of media to individuals or groups in a manner that engages the audience, helps them understand and retain the message, and permits response and feedback from the audience.

- **Decision Making**
Identifying and understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints, and probable consequences.
- **Follow-Up**
Monitoring the results of delegations, assignments, or projects, considering the skills, knowledge, and expertise of the assigned individual and the characteristics of the assignment or project.
- **Initiating Action**
Taking prompt action to accomplish objectives; taking action to achieve goals beyond what is required; being proactive.
- **Innovation**
Generating innovative solutions in work situations; trying different and novel ways to deal with work problems and opportunities.
- **Planning and Organizing the Work**
Establishing courses of action for self and others to ensure that the work is completed efficiently.
- **Work Standards**
Setting high standards of performance for self and staff; assuming responsibility and accountability for successfully completing assignments or tasks; and self-imposing standards of excellence rather than having standards imposed.